



Staff Development Resources and Plan



1. [Yes, Service Coordinators Can Use Coaching!](#)

Complete the free, online course as a group staff activity or have service coordinators complete the course individually. Discuss what was learned and how this compares to current practice at the next staff meeting.

2. [Coaching Families during Service Coordination: A Practice Guide](#)

Review the specific practices included in the Practice Guide with your staff. Spend time discussing how the practices are implemented during the three service coordination activities discussed in the guide and the online course, which address helping families: 1) participate in the early intervention process, 2) share information, and 3) access resources and solve problems. Consider spreading the discussion over three meetings so you have time for in depth conversation and problem-solving.

3. [Service Coordination and Coaching Videos](#)

(scroll down on the Service Coordination topic page and click on the Videos tab)

Watch the videos as a group and discuss how what they see compares to what they have learned. Use the fidelity checklist that was introduced in the online course to practice observing coaching in the videos (see below for more info about using the checklist). Ask your staff to reflect on how what they see and hear in the videos compares to what they believe and how they work with families now. Encourage each service coordinator to identify a coaching practice he/she wants to add to his/her practices or target for improvement, then follow-up on this at the next meeting.

4. [Learning Bytes: Coaching during Service Coordination: What Does It Look Like \(Part 1, Part 2\)](#)

Use the learning bytes to structure your staff meeting activities when using the above videos. Or, adapt these activities to fit the needs of your staff.

5. [Coaching Families during Service Coordination: Fidelity Checklist](#)

Now that your service coordinators have a firm foundation in these practices, encourage them to use the fidelity checklist for self-assessment. Ask them to reflect after their next three service coordination visits using the checklist and identify what they did well and where they can improve. Encourage them to bring their checklists to the next staff meeting to share insights or discuss them during supervision or peer mentoring meetings. When you and your staff are ready, use the checklist for peer observation or observation by fidelity observers – all for the purpose of professional development and growth. After any observation, the observer should provide constructive feedback based on the checklist and discuss what went well, any missed opportunities for using the practices, and ideas for improvement.

6. [Archived Webinar: Coaching during Service Coordination](#) (DEC Service Coordination Community of Practice)

Watch this archived webinar with your staff 3-6 months after introducing coaching practices for service coordinators. Use this webinar as a refresher and discuss how service coordinators are doing now with using coaching practices. Invite them to share successes and challenges and problem-solve together.

